

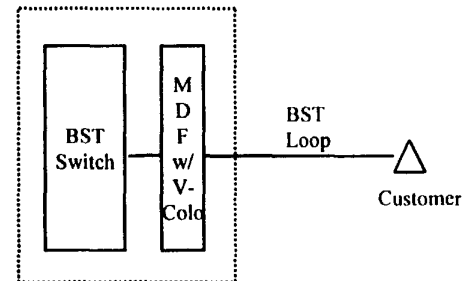
**Scenario # 618: CLEC reports trouble on unbundled analog loop - port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.**

**Scenario Description:**

CLEC residential customer with BST supplied unbundled analog loop - port combination reports that they cannot receive or originate calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

**Scenario # 619: CLEC reports trouble on unbundled analog loop - port combination to BST on behalf of CLEC business customer who cannot originate calls after migration from BST.**

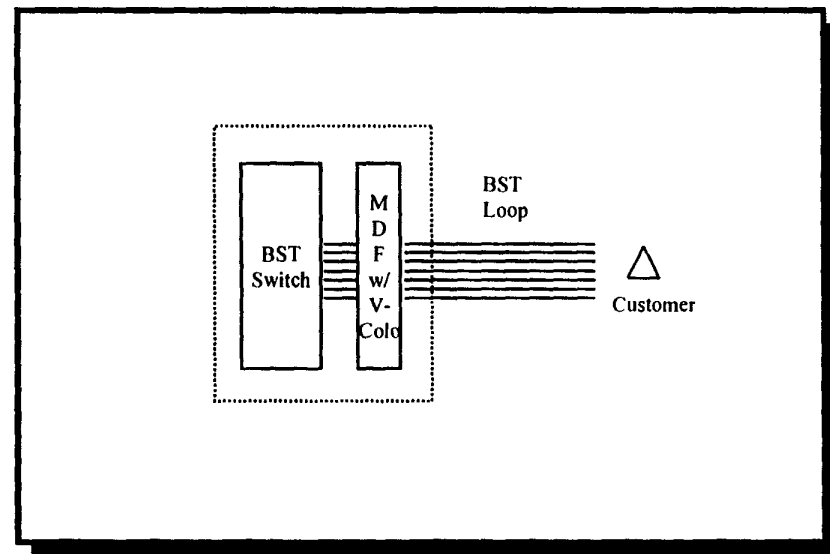
**Scenario Description:**

A BST business customer migrates "as-specified" to 8 BST provided unbundled analog loop - port combinations. After installation, the customer cannot originate calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

Customer requests status from CLEC.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

**Scenario # 620: CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint of inability to originate calls after migration from BST.**

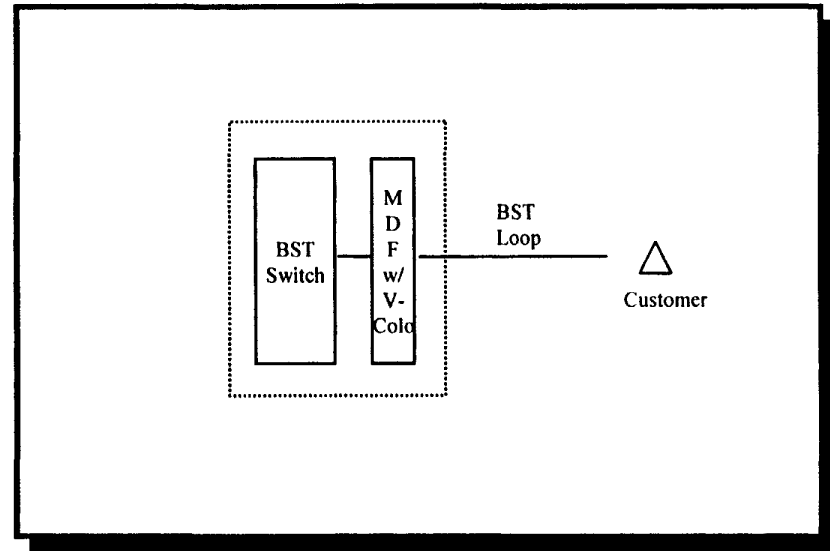
**Scenario Description:**

Recently after migration from BST, CLEC residential customer with BST provided unbundled analog loop - port combination cannot originate calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

Customer requests status from CLEC.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

**Scenario # 621: CLEC submits trouble on unbundled analog loop - port combinations to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.**

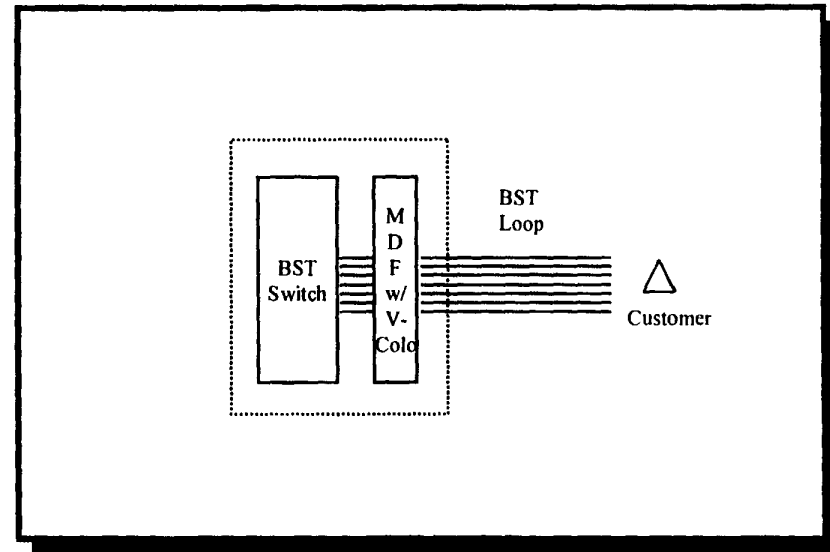
**Scenario Description:**

A BST business customer migrates "as-specified" to 8 BST provided unbundled loop - port combinations. After installation, the customer cannot receive calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

Customer requests status from CLEC.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

**Scenario # 622: CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.**

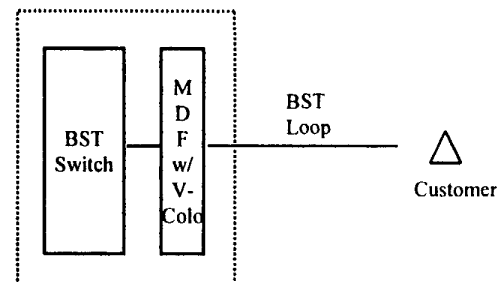
**Scenario Description:**

A CLEC residential customer with BST provided unbundled analog non-designed loop - port combination cannot receive calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

Customer requests status from CLEC.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

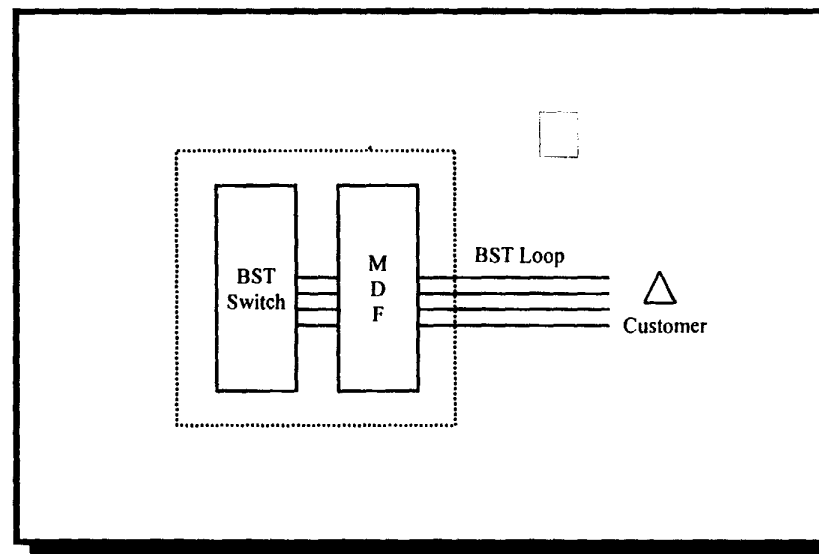
**Scenario # 623: CLEC submits trouble on four BST provided analog loop - port UNE combinations to BellSouth in response to CLEC business customer complaint of noisy lines.**

**Scenario Description:**

A CLEC business customer with four BST provided unbundled analog loop - port combinations complains about noise on one line.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

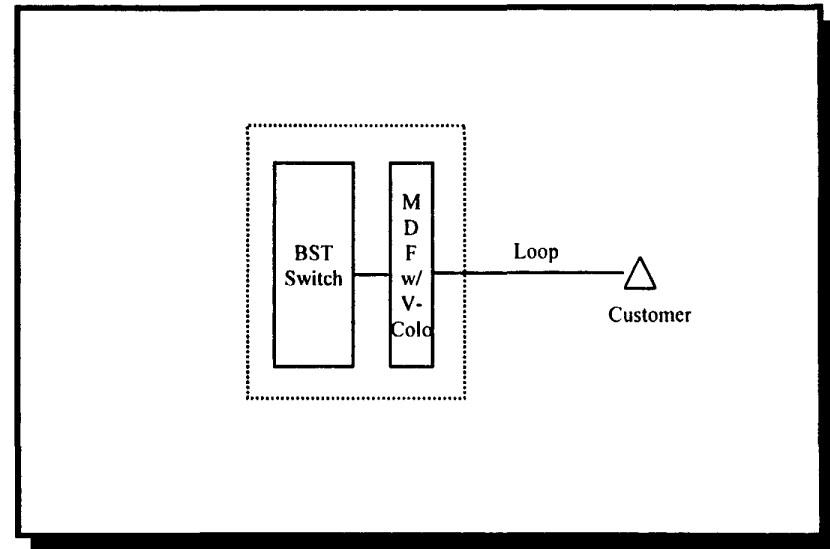
**Scenario # 624: CLEC reports trouble on unbundled analog loop - port combination to BellSouth in response to CLEC residential customer complaint a of noisy lines.**

**Scenario Description:**

Three days after installation, a new CLEC residential customer with BST provided analog loop - port combo complains about noise on their line.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

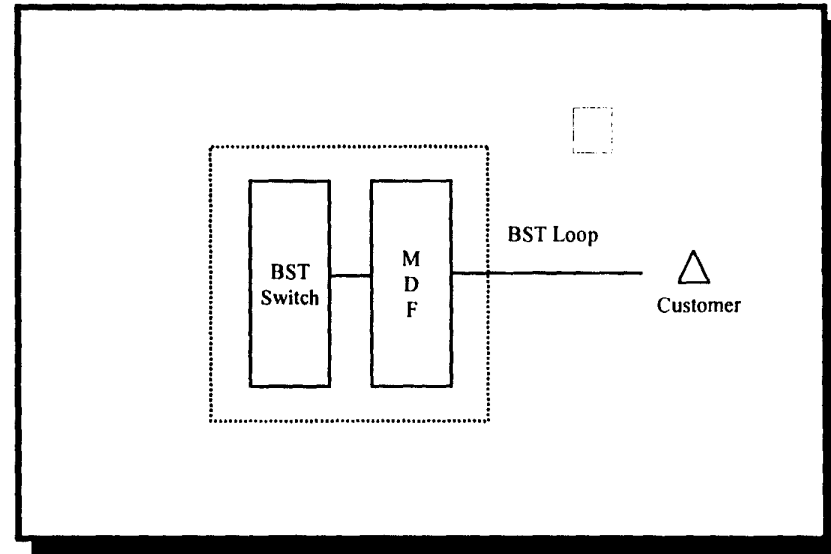
**Scenario # 625: CLEC submits trouble report about unbundled analog loop - port combination to BellSouth in response to CLEC business customer's complaint of noisy line.**

**Scenario Description:**

CLEC business customer complains about noisy POTS line. Line is serviced by BST provided analog loop - port combination.

CLEC submits trouble report to BST.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X



**Scenario # 626: CLEC reports trouble on nine unbundled analog loop - port combinations to BST on behalf of CLEC business customer whose vertical features are not functioning properly.**

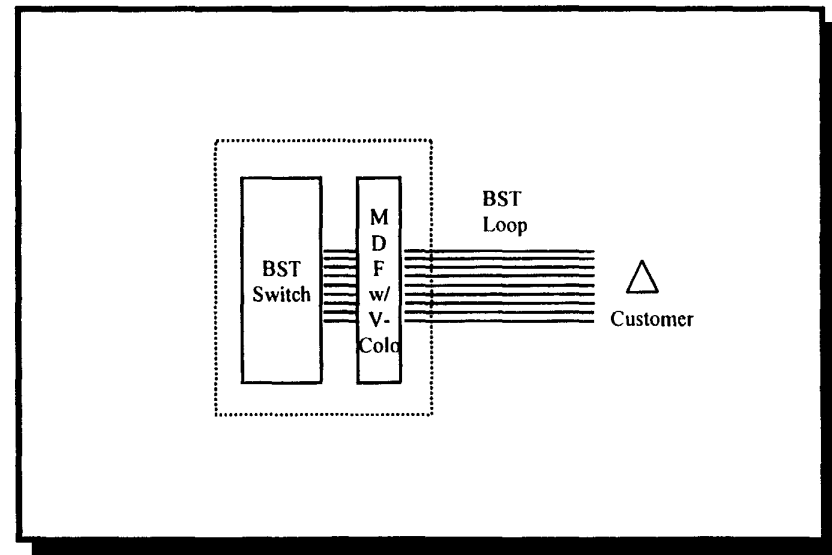
**Scenario Description:**

A CLEC Business customer with nine BST supplied unbundled analog loop - port combinations reports that vertical features are not functioning properly.

CLEC isolates trouble to BST unbundled port and submits trouble report.

Customer calls back a week later with same trouble report and CLEC, in turn, submits another trouble report into the TAFI system.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	

***Scenario #627: CLEC reports feature trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer complaint.***

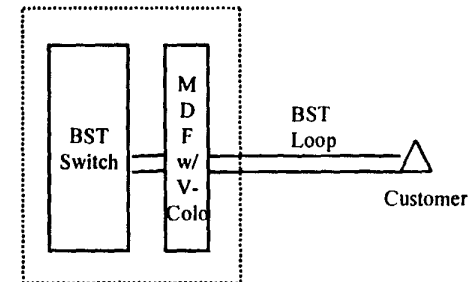
***Scenario Description:***

Three days after installation, CLEC residential customer with BST provided digital loop - port combination calls in a trouble regarding Call Blocking feature on both lines.

CLEC issues test and determines that problem is confined to the BST loop and submits a trouble report.

Note: In all states except GA TAFI will tell the user to enter an ISDN trouble in WFA - not TAFI

***Network Configuration:***



***Requirements Addressed:***

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

***Scenario Characteristics:***

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

**Scenario # 628: CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided unbundled analog loop - port combination.**

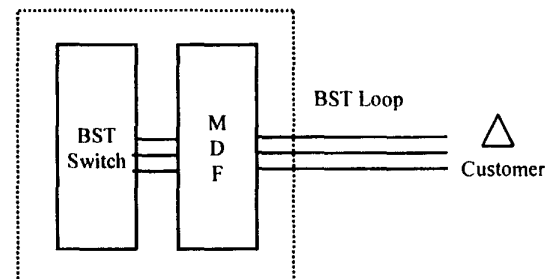
**Scenario Description:**

CLEC business customer with three BST unbundled analog loop - port combinations claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

**Scenario # 629: CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by BST provided unbundled analog loop - port combination.**

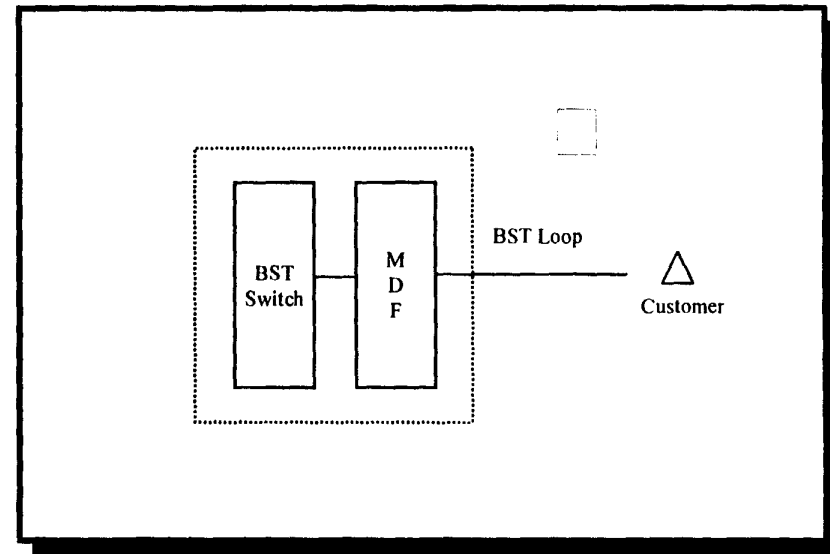
**Scenario Description:**

CLEC residential customer with BST provided unbundled analog loop - port combination claims that they have been charged for a feature that they don't have on their line.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

**Scenario #630: CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled analog loop - port combination.**

**Scenario Description:**

Small CLEC business customer with BST provided unbundled analog loop - port combination requests Trouble History Report for all lines.

CLEC will query BST system to obtain information.

**Network Configuration:**

NA

**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

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***Scenario #631: CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled analog loop - port combination.***

***Scenario Description:***

CLEC residential customer with BST provided unbundled analog loop - port combination requests Trouble History Report for all lines.

CLEC will query BST to obtain information.

***Network Configuration:***

NA

***Requirements Addressed:***

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

***Scenario Characteristics:***

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

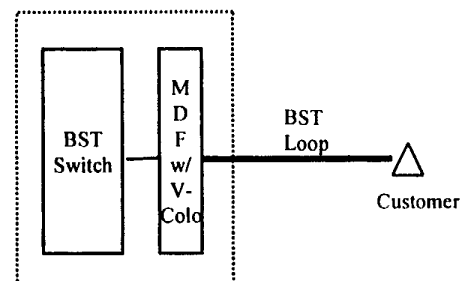
**Scenario # 632: CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC business customer who cannot receive or originate calls.**

**Scenario Description:**

A CLEC business customer with BST provided unbundled digital loop - port combination complains that they cannot receive or originate calls.

CLEC determines that the problem is confined to BST unbundled network elements and submits a trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

**Scenario # 633: CLEC reports NDT on three unbundled digital loop - port combinations to BST.**

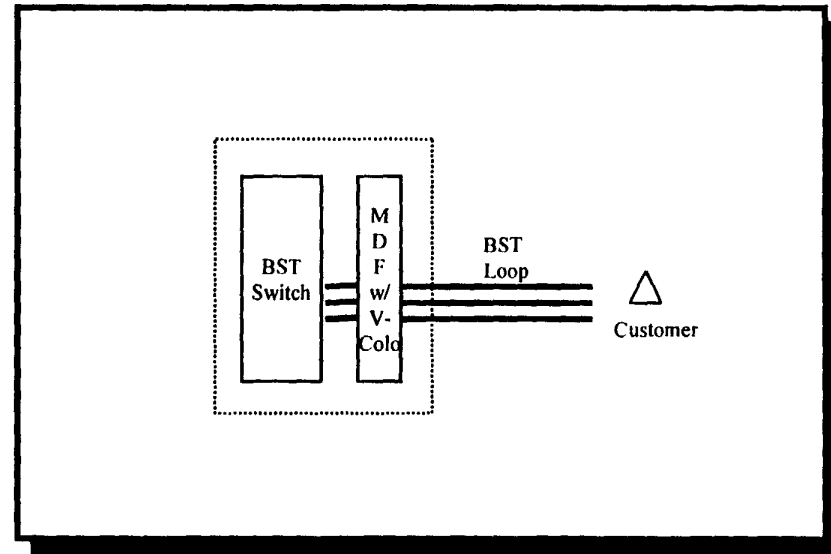
**Scenario Description:**

CLEC reports NDT on a CLEC business customer's lines. The lines are serviced via two BST provided unbundled digital loop - port combinations

CLEC submits trouble report.

Customer calls back two days later with the same complaint. CLEC, in turn, issues another trouble report to BST.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X



**Scenario # 634: CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot make or receive calls.**

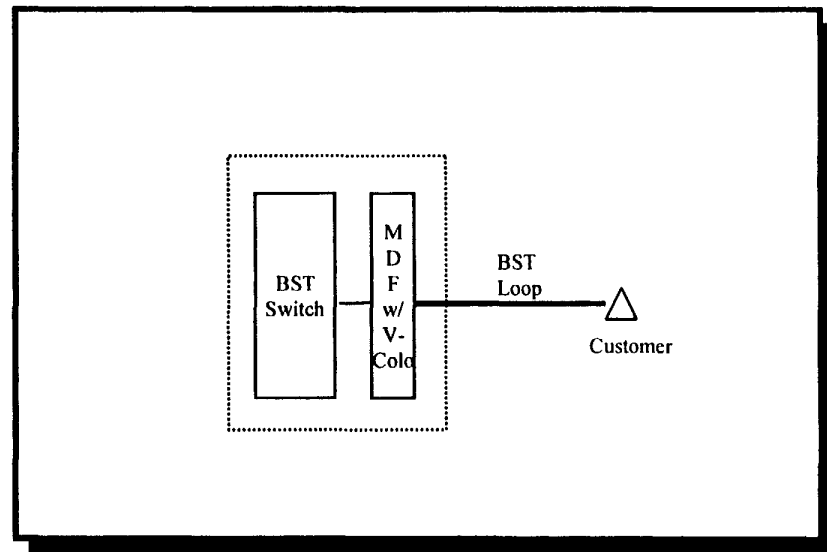
**Scenario Description:**

A CLEC residential customer reports that they cannot receive or make calls on their resale POTS line. CLEC provisions the service through BST supplied unbundled digital loop - port combination.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble.

Customer calls regarding trouble status.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

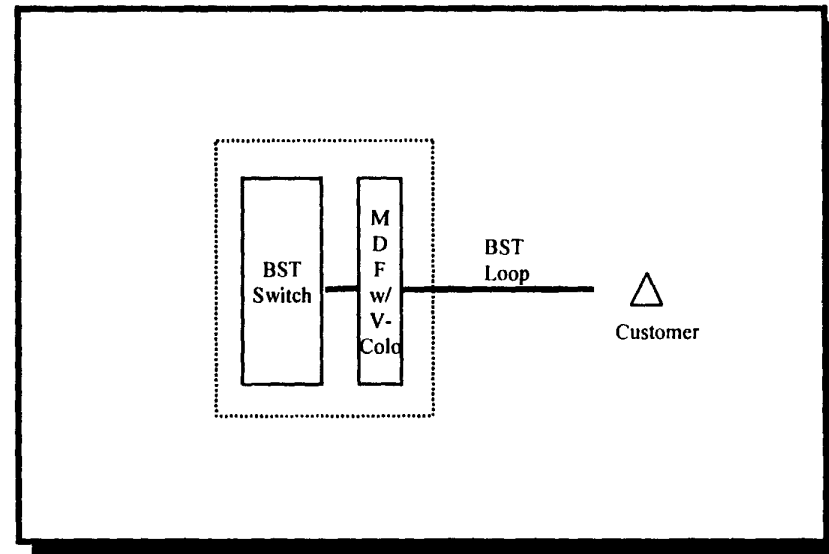
**Scenario # 635: CLEC submits troubles NDT on unbundled digital loop - port combination to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.**

**Scenario Description:**

A residential CLEC customer who is an on-call doctor reports NDT on BST provided unbundled digital loop - port combination line. Because the doctor is on-call, emergency commitment is required.

CLEC isolates problem to BST unbundled network elements and submits trouble into ECTA system.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

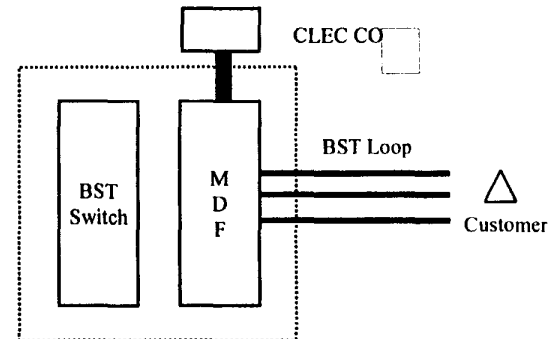
**Scenario # 636: CLEC reports trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that they cannot originate calls.**

**Scenario Description:**

A CLEC business customer with a BST provided unbundled digital loop - port combination complains that they cannot originate calls, although they can receive calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble into ECTA system.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

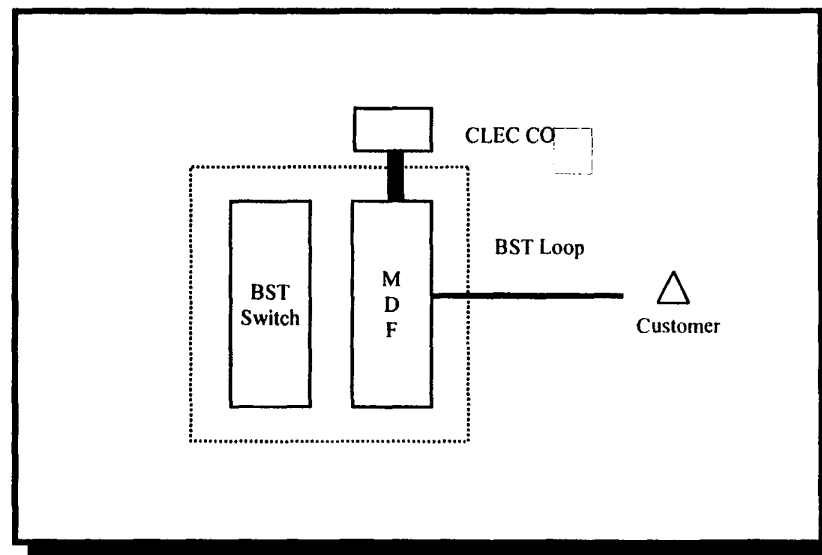
**Scenario # 637: CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot originate calls.**

**Scenario Description:**

A CLEC residential customer with a BST provided unbundled digital loop - port combination complains that they cannot originate calls, although they can receive calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble via the ECTA interface.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

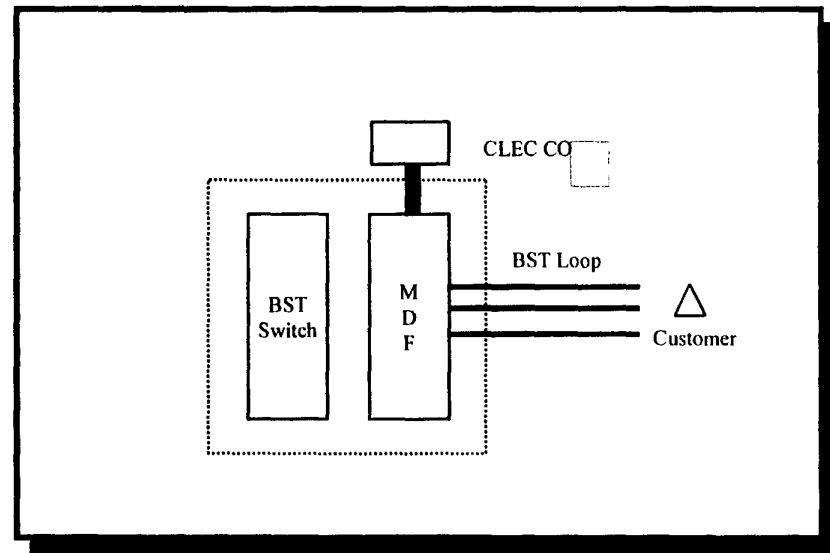
**Scenario # 638: CLEC reports trouble on three unbundled digital loop - port combinations to BST on behalf of CLEC business customer who cannot receive calls.**

**Scenario Description:**

A CLEC business customer with a three BST provided unbundled digital loop - port combinations complains that they cannot receive calls, although they can originate calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report via ECTA interface.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

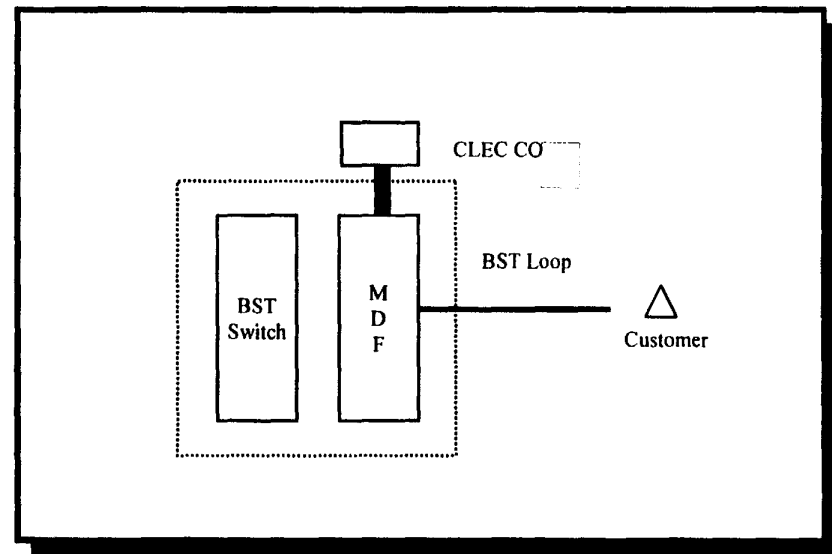
**Scenario # 639: CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer who cannot receive calls.**

**Scenario Description:**

A CLEC residential customer with a BST provided unbundled digital loop - port combination complains that although they can originate calls, they cannot receive calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report via the ECTA interface.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

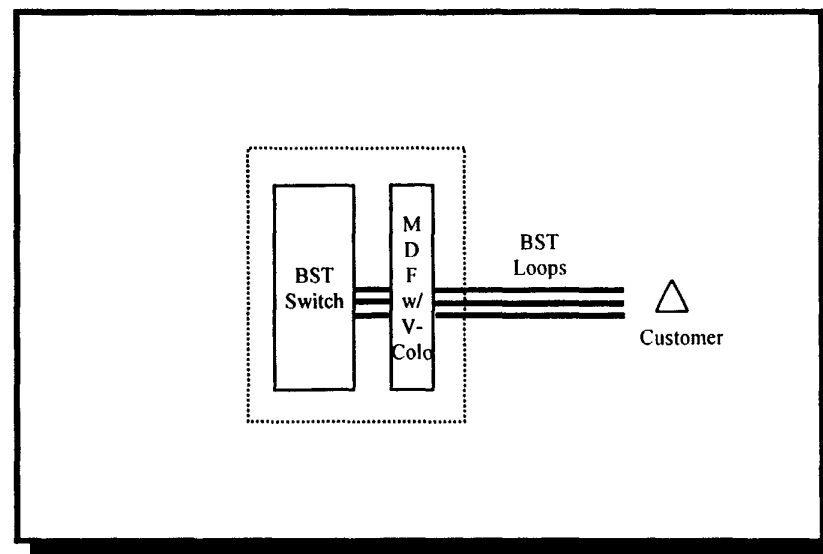
**Scenario # 640: CLEC submits trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that calls on hunting line are not rolling from one line to another.**

**Scenario Description:**

On the afternoon of a partial migration, a CLEC business customer served by BST provided unbundled digital loop - port combination calls to report that the calls in hunting configuration are not rolling from one line to another.

CLEC determines problem is confined to BST unbundled network elements and submits trouble report via the ECTA interface.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X			X

**Scenario # 641: CLEC reports vertical feature trouble on unbundled digital loop - port combination to BST for CLEC residential line.**

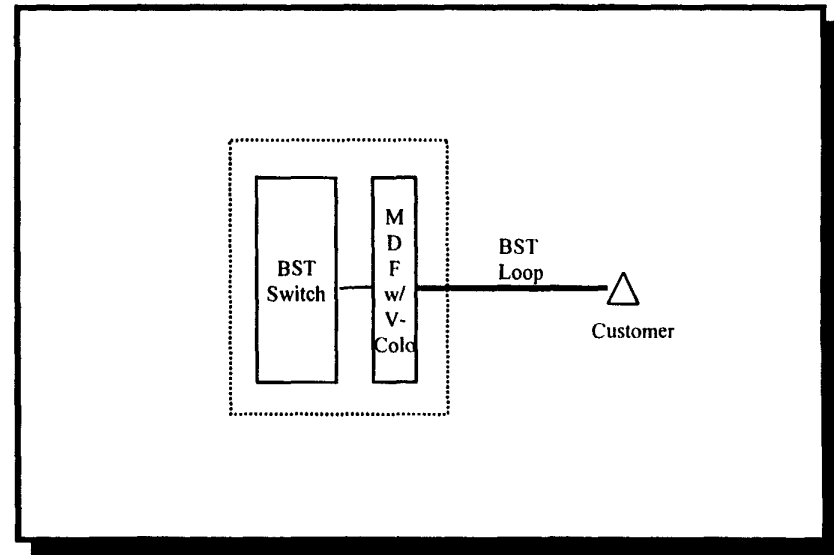
**Scenario Description:**

A CLEC residential customer with BST provided digital loop - port combination reports trouble with the vertical feature.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report via the ECTA interface.

Customer calls back after initial trouble report inquiring as to status of trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X		X			X



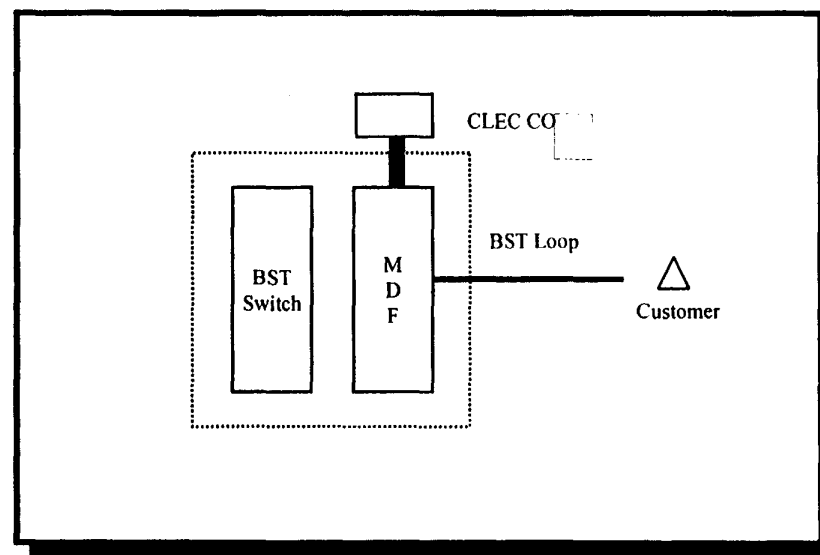
**Scenario #642: CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC business customer complaint about low data rate on ISDN line.**

**Scenario Description:**

The day after installation, CLEC business customer complains about low data rate on the line. The customer lines are provided by BST unbundled digital loop - port combination.

CLEC isolates problem to BST unbundled network element and submits trouble report via the ECTA interface.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

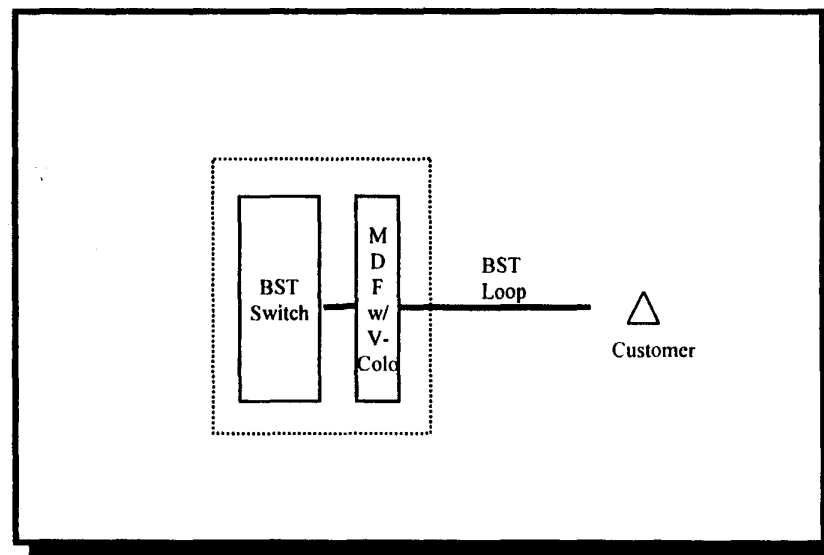
**Scenario # 643: CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer's inability to send data over ISDN line.**

**Scenario Description:**

CLEC residential customer with ISDN line reports inability to send data. Customer is serviced by BST provided unbundled digital loop - port combination.

CLEC isolates problem to BST unbundled network elements and submits trouble report via the ECTA interface.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X